



**KING COUNTY**  
**SERVICE COMMUNICATIONS CHIEF**  
**DEPARTMENT OF TRANSPORTATION - TRANSIT DIVISION**  
**Service Communications Section**  
**Annual Salary Range \$ 62,257.94 – \$75,265.22**  
**Job Announcement No.: 03DP3624**  
**OPEN: 8/6/03CLOSE: 8/27/03**

**WHO MAY APPLY:** This position is **only open to internal candidates within the Transit Division**. This recruitment will be used to fill two vacancies.

**WHERE TO APPLY:** Required forms and materials **must** be sent to: **201 South Jackson St KSC-TR-0419, Seattle, WA 98104**, or hand deliver to the **Career and Employment Center 201 South Jackson St Seattle, WA 98104**. Application materials must be received by 4:00 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Please contact Delanie Peterson at (206) 684-1607 for further inquiries. **PLEASE NOTE:** Applications not received at the locations specified above will not be processed.

**FORMS AND MATERIALS REQUIRED:** A [King County application form](#), a letter of interest detailing your background and describing how you meet or exceed the qualification requirements, and a response to the following supplemental questions: **1. Describe your experience with any type of emergency operations; your role, the nature of the emergency operation and the outcome. 2. What is your experience with special projects? Please explain the scope of your role and the results of the project.** Please limit your supplemental question answers to one (1) type written page per question. Please limit your letter of interest to two (2) type written pages.

**WORK LOCATION:** Exchange Building, 821 2<sup>nd</sup> Avenue, Downtown Seattle

**WORK SCHEDULE:** This position is exempt from the provisions of the Fair Labor Standards Act, and is not overtime eligible. Core business hours are between 5AM – 6PM, Monday through Friday. May be required to work extended and/or flex-scheduled work hours to respond to service needs. Required to be “on-call” in rotation with other Service Communications Chiefs, and work occasional evenings, nights and/or weekend hours.

**PRIMARY JOB DUTIES INCLUDE:**

- Supervise the Service Communications staff and oversee the daily operation of the control center. Also indirectly supervises all transit operating personnel when making temporary adjustments in regular service. Schedule staff as necessary to ensure staffing levels appropriate to the workload. Provide sick leave and vacation relief for all coordinators/controllers. Assign work schedules to relief coordinators and controllers.
- Plan and schedule the controller/ coordinators training programs. Monitor and evaluate progress and certify qualification upon completion of training. Maintain training and performance files.
- During emergency situations such as snow or a power failure, approve changes to service and reroutes as necessary.
- Maintain a record of controller/ coordinator's hours worked, including overtime. Review work of each assigned controller/coordinator to ensure qualitative and quantitative standards.
- Make decisions and take risks within and outside of existing guidelines.
- Interpret and apply County and Metro Transit policy and procedures.
- Investigate, research or direct the research and resolution of operator/passenger complaints/suggestions, service reports, scheduling data, etc.
- Work with others to anticipate, identify and implement opportunities for Service Communication and business process improvements.

KING COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER. JOB ANNOUNCEMENTS ARE AVAILABLE IN ALTERNATIVE FORMATS FOR PERSONS WITH DISABILITIES.

(206) 296-5209 JOBLINE <http://www.metrokc.gov/ohrm/psd/openings.html> Website Address (206)-296-8535 TTY

- Serve as a representative of the Operations section or King County Metro Transit with other public agencies, private construction firms or the general public.
- Act as Supervisor of Service Communications when assigned. Assist in the preparation and administration of the section budget.
- Handle all personnel issues of assigned staff including employee support, performance monitoring and appropriate discipline.
- Participate on committees, projects and work processes as assigned.

**QUALIFICATIONS:**

- An associate of arts degree or equivalent combination of education and experience. Coursework in supervision and/or management is desirable.
- Three years of increasingly responsible transportation-related experience, including at least one year in a supervisory or lead capacity. Experience in Service Communications is preferred.
- A working knowledge of Transit Base Operations.
- Demonstrated ability in managing a number of projects simultaneously.
- Knowledge of the ATU 587 collective bargaining agreement and the grievance process.
- Analytical skills to determine staff level requirements, research complaints, conduct grievance hearings as assigned, develop and monitor budgets and spending plans, and analyze various operational data.
- Supervisory and leadership skills, including decisiveness, good judgment, fairness, integrity and the ability to evaluate the effectiveness of work systems, programs and strategies.
- Excellent oral, written and interpersonal communication skills, including the ability to listen carefully to others with an open mind, and give and receive feedback.
- Ability to work with diverse groups of individuals.
- Working knowledge of computer programs currently being utilized and supported by Transit Operations is desirable.
- Demonstrated ability to make decisions and take risks within and outside of existing guidelines.
- Demonstrated ability to work in a team environment.

**SELECTION PROCESS:** The application, letter of interest, and supplemental question responses will be screened for clarity, completeness, and qualifications. The most competitive candidates may be invited to participate in a panel interview.

**UNION MEMBERSHIP:** This position is represented by I.F.P.T.E, Local 17 – Chief Unit.

**CLASS CODE: 871401**